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ABSTRACT

The City College of San Francisco (CCSF) began, in the fall of 2000, to routinely survey students who petitioned for associate degrees, awards, or certificates in credit programs. The survey is ongoing, with semester updates. It asks students to rate nine areas: (1) How successful were you in achieving what you wanted to do at CCSF? (2) Would you recommend CCSF to a friend? (3) Do you plan to attend CCSF in the future? (4) Did any of the following affect your studies while you were at CCSF--work schedule conflict, financial difficulties, physical problems/illness, other personal or family changes/problems, other? (5) I felt a sense of belonging at campus I attended; (6) Students at CCSF showed respect for one another; (7) Faculty and staff at CCSF were supportive of me; (8) Which best describes your transfer plans for after you leave CCSF? and (9) If planning to transfer, what type of institution have you selected? The students were asked to rate their responses on a scale of 1 to 4, 4 being excellent. The survey results show that students who petitioned for the degree and received it were more likely to be female, young, and Asian American or Filipino. Students not awarded a degree were more likely to be African American. The students, whether they received a degree or not, overwhelmingly expressed satisfaction with CCSF, and would recommend the school to a friend. (NB)

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ED 455 869

Survey Series

Students Who Petitioned for Graduation · Fall 2000

City College of San Francisco

Office of Research, Planning & Grants

March 2001

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SURVEY SERIES

Students Who Petitioned for Graduation • Fall 2000

City College of San Francisco

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Office of Research, Planning and Grants
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Survey of Students Who Petitioned for Graduation
Fall 2000, Preliminary Report

In Fall 2000, City College of San Francisco began routinely surveying students who petition for graduation, awards or certificates in credit programs. **For this term, 220 survey responses were available for statistical analysis.** The data included in this report represents preliminary finding which will be updated to include Spring 2001 data.The report which follows contains descriptions of graduating students, students who responded to the survey and a text-based overview of the survey responses. Following the report, pages of tables contain all the numeric survey responses. Finally, an appendix contains additional information on the survey process.

Survey responses largely reflect the views of Associate degree petitioners who were awarded a degree at the end of the term. These students are more likely to be to be female, young, Asian American or Filipino than the overall CCSF student population. Survey responses also include ratings by petitioners who were not awarded a degree at the end of the term. These students were significantly more likely to be African American. The vast majority of both these groups of students expressed overall satisfaction with City College. Over three-quarters of respondents plan to attend CCSF in the future and most respondents rated the Quality of Instruction as "Good."

WHO WAS SURVEYED?

As of August 2000, CCSF distributes surveys along with Associate degree, award, or certificate petition packets that students pick up at the Admissions & Records Office. Students are encouraged to return completed surveys with their completed petitions. Survey responses collected to date represent recently and currently enrolled students who petitioned for Associate degrees during the Fall 2000 term. **Nearly 50% of degree recipients (successful petitioners) responded to the survey.**

The Appendix contains more details on the survey distribution and response, including tables containing the demographics of the following groups (1) the enrolled student population, (2) students who graduate with AA or AS degrees, (3) students responding to the survey who received AA or AS degrees, and (4) students responding to the survey who did not receive Associate degrees. These assessments were used to evaluate possible response biases.

Three basic statements can be made on the basis of these comparisons: students who receive degrees differ from the overall enrolled student population are more likely to be female, young, Asian American or Filipino. They are also, predictably,

more likely to indicate receiving a college degree as a goal, and are less likely to already have a college degree. Survey respondents who received Associate degrees closely resemble to population of students receiving degrees. (In addition, survey responses indicate that degree recipients are much less likely to be employed than other student populations. See p.8.) Respondents not awarded a degree appear to represent a different group of students, particularly in terms of ethnicity—students not awarded an Associate degree were significantly more likely to be African American.

How Do Surveyed Students Rate The College And College Services?

The majority of students responding expressed overall satisfaction with City College. Most (93.5%) would recommend CCSF to a friend. This high percentage was not significantly related to whether the respondent eventually received an AA or AS degree, nor was it related to the respondent's ethnicity. Overall, respondents indicated comfortable interactions with other students, faculty and staff. A majority felt a "sense of belonging" at the campus they attended (81.8%).

More specifically, respondents rated forty different college services on a scale from 1 to 4. (For the purposes of this report, responses were scaled such that 4.000 = "Excellent." See pp. 6-7 for specific ratings.) No services received consistent "Excellent" ratings. Students rated most services as either "Good" (Mean Response in the 3.000 range) or "Good to Fair" (Mean Response in the 2.500 range). Parking received the lowest rating--a solid "Fair" (Mean Response close to 2.000). Food Services and Classroom and classroom equipment were also among the lowest rated services. Notably, many negative written comments pertained to the conditions of buildings, classrooms, and classroom equipment. Conversely, frequently stated praise for the Library may be at least partially related to this same issue of quality of surroundings.

Asked to indicate their satisfaction with instruction, students rated the Availability of Courses, Convenience of Class Scheduling, and Class Size between "Good" and "Fair." Quality of Instruction and Content of Courses were rated "Good." Almost 82% of respondents plan to transfer to a four-year college or university although most had not applied yet.

Perceptions of Success

Most, but not all students, felt they were completely successful in achieving what they wanted to at CCSF. Overall, only 52.9% stated they had been completely successful, rising only to 57.3% for students who were ultimately awarded an Associate degree. These figures may reflect the fact that at the time when students completed the survey, they had not yet learned whether their petitions would be successful or not.

Perceptions of success vary by ethnicity and may require some additional research to explain. White and Latino students considered themselves to be highly successful—

78.3% and 80.0% respectively. African American students 52.9%. Asian students, who had the highest degree receipt rate, indicated the lowest success rate at 40.3%. (Figures do not change significantly when controlling for whether students received a degree. Again, at the time when students responded to the survey, the status for their petition was not known to them.)

Students rated their satisfaction with various skills and competencies learned at CCSF. The satisfaction rates were generally high, centering around 3.0 (on a scale of 1.0 to 4.0 where 4.0 corresponds to a high level of satisfaction.) "Self-confidence" earned the highest level of satisfaction, "scientific investigation" the lowest, but the difference between even these two extremes was slight: 3.192 compared to 2.921 respectively.

Problems Encountered During Studies

Many students indicated that work conflicted with their studies at CCSF (40.9%). Financial difficulties were also indicated by 29.6%. Only 10.0% indicated physical problems or illness interfered with their studies. Notably, women were much more likely to indicate that "personal or family changes" had affected their studies—25.8% indicated this problem compared to 8.5% of male students.

Post-CCSF Plans

Students indicated that they have not yet applied for transfer but plan to do so, have already been accepted, or have applications pending. Only 2.9% said they were denied transfer and 18.1% do not plan to transfer. Most plan to attend a CSU—60.3%. A few remain undecided—17.9%. None indicated an intention to transfer to a private out-of-state institution and only 5.0% indicated transferring to a California private institution was their objective.

Additional student surveys:

- The survey of students petitioning for graduation is ongoing. An update is expected to be available early Fall 2001.
- A survey of students leaving before census (i.e. students who drop all their course enrollments prior to first census) was implemented in Spring 2000 and the report is currently available. An update of this survey will be done in Spring 2002.
- A survey of Noncredit students is planned for Spring 2001.
- Entering credit students will be surveyed in Fall 2001.
- Continuing credit students will be surveyed in Fall 2002.

1. How successful were you in achieving what you wanted to do at CCSF?	Number	Percent
Completely	110	52.9
Somewhat	92	44.2
Not very	6	2.9
Not at all	0	0.0
2. Would you recommend CCSF to a friend?		
Yes	202	93.5
No	3	1.4
Unsure	11	5.1
3. Do you plan to attend CCSF in future?		
Yes	116	57.4
No	22	10.9
Unsure	64	31.7
4. Did any of the following affect your studies while you were a student at CCSF?		
Work schedule conflict	90	40.9
Financial difficulties	65	29.6
Physical problems/illness	22	10.0
Other personal or family changes/problems	42	19.1
Other	15	6.8
5. I felt a sense of belonging at campus I attended.		
Yes	175	81.8
No	39	18.2
6. Students at CCSF showed respect for one another.		
Yes	189	88.7
No	24	11.3
7. Faculty and staff at CCSF were supportive of me.		
Yes	188	89.1
No	23	10.9
8. Which best describes your plans for after you leave CCSF?		
Never applied to transfer and don't intend to	38	18.1

Applied and rejected	6	2.9
Applied, application pending	18	8.6
Accepted and plan to attend	25	11.9
Haven't applied but plan to	123	58.6

9. If planning to transfer, which type of institution have you selected?

CSU	108	60.3
UC	15	8.4
Other CA (private)	9	5.0
Private out of state	0	0.0
Public out of state	7	3.9
Other	8	4.5
Undecided	32	17.9

Survey responses continue on next page.

11. Please indicate your level of satisfaction with each service.

	Number Responding	Mean Response*
Matriculation and Advising Services		
Application Process	207	2.990
Placement Testing	199	2.739
New Student Orientation	180	2.767
Academic Advisement by Counselors	203	2.512
Academic Advisement by Faculty	181	2.702
Registration Process		
Catalog	209	3.153
Course Time Schedule	210	3.014
Telephone Registration	211	3.365
Tuition and Fees	212	2.991
Financial Aid Related		
Financial Aid	112	2.777
Extended Opportunity Prog & Srvcs (EOPS)	76	2.855
Textbook Loan Program	78	2.654
General Services		
Bookstore	215	2.498
Parking	161	2.025
Food Services/Cafeteria	173	2.491
Student Health Center	120	2.817
Campus Security	135	2.600
Course Related		
Classroom and Classroom Equipment	213	2.380
Library	202	3.173
Media Center	171	3.105
Language Lab	136	3.029
Learning Assistance Center	136	2.971
Computer Labs	176	2.983

***The statistical average based on a scale of 1-4. For the purpose of ease of reading, this scale was reversed such that 4=Excellent, 3=Good, 2=Fair, 1=Poor. I.e. 4.000 is the highest achievable mean score.**

11. Please indicate your level of satisfaction with each service.
Continued

	Number Responding	Mean Response*
Programs/Services for Special Populations		
Disabled Students Prog & Srvcs (DSP&S)	47	2.957
International Student Programs	57	2.649
Foreign Student Admissions	58	2.672
African American Achievement Program	34	2.853
African American Retention Program	29	2.759
Latino Retention Program	29	2.690
Latina/Latino Service Center	32	2.750
Puente Project	32	2.750
Veterans Services	34	2.706
Transfer-related and other services		
Transfer Center	109	2.716
Transcript services	154	2.701
Graduation evaluation	123	2.577
Student Activities	98	2.714
Career Development & Placemnt Ctr (CDPC)	84	2.619
Job placemnent assistance	67	2.507
Childcare Center	41	2.878
Scholarship Office	66	2.697
12. Please rate the following:		
Quality of instruction	215	3.116
Content of courses	216	3.120
Availability of courses	216	2.801
Convenient class scheduling	214	2.757
Class size	215	2.726
Availability of faculty	211	2.801

***The statistical average based on a scale of 1-4. For the purpose of ease of reading, this scale was reversed such that 4=Excellent, 3=Good, 2=Fair, 1=Poor. I.e. 4.000 is the highest achievable mean score.**

13. Indicate the level of your satisfaction with what you learned at CCSF regarding each skill or competency.

	Number Responding	Mean Response*
Technological proficiency / Using computers	167	3.126
Background for advance major study in my major	181	3.050
Critical thinking skills	200	3.130
Communication skills	202	3.139
Comprehension skills	202	3.158
Interpersonal skills	202	3.178
Self-confidence	203	3.192
In-class essay writing	197	2.975
Papers or reports outside of class	193	3.104
Math / quantitative reasoning	175	2.954
Scientific investigation	164	2.921
Appreciation of music, theater, and the arts	155	3.013
Ability to understand political and community issues	176	2.960
Constructive use of time / Effective study skills	188	3.090
Vocational skills / Technical proficiency	162	3.105

***The statistical average based on a scale of 1-4 where**
4=Excellent, 3=Good, 2=Fair, 1=Poor. I.e. 4.000 is the highest achievable mean score.

14. Are you currently employed?		
Full time	59	27.8
Part time	81	38.2
Self employed	6	2.8
Not employed	66	31.1
15. Individual pre-tax income		
LT $7,500	75	48.1
$7,500 - 8,499	12	7.7
$8,500-9,499	6	3.9
$9,500 - 10,499	8	5.1
$10,500 - 11,499	3	1.9
$11,500 - 15,499	8	5.1
$15,500 - 25,499	13	8.3
$25,500 - 35,499	15	9.6
$35,500 or more	16	10.3
Household pre-tax income		
LT $15,000	15	19.5
$15,000 - 15,999	4	5.2
$16,000-16,999	3	3.9
$17,000-17,999	2	2.6
$18,000-18,999	1	1.3
$19,000 - 22,999	2	2.6
$23,000 - 32,999	8	10.4
$33,000 - 42,999	10	13.0
$43,500 or more	32	41.6
16. Number of dependents claimed on taxes:		
Zero	128	67.4
One	29	15.3
Two	16	8.4
Three	8	4.2
Four or more	9	4.7

17. Did the education/training you received at City College help in your employment?		
No, it did not help	47	25.8
Multiple	35	19.2
Helped obtain first job	12	6.6
Helped get new job	31	17.0
Helped get promotion / raise	3	1.7
Improved technical skills	31	17.0
Helped overall performance	23	12.6
18. Is your current or most recent employment related to the education you received at CCSF?		
Not related	83	45.9
Somewhat related	58	32.0
Directly related	40	22.1
If not, why not?		
Not sufficiently qualified	23	29.5
Multiple	7	9.0
Prefer to work in another field	18	23.1
Better paying job in another field	8	10.3
Could not find job in field	12	15.4
Previously in field but changed	10	12.8
19. What is the highest level of education either of your parents achieved?		
No formal education	5	2.5
Elementary	14	6.9
GED or proficiency	2	1.0
High school	58	28.4
Occupational certificate	11	5.4
AA / AS	28	13.7
BA / BS	55	27.0
Post graduate	19	9.3
Unknown	12	5.9

20. Is there a computer where you live which you use?		
No	33	15.6
Yes	179	84.4
21. Does it have internet access?		
No	37	18.1
Yes	168	82.0
22. Please describe your level of computer expertise.		
Non-computer user	4	1.9
Beginner	64	30.5
Intermediate	120	57.1
Advanced	22	10.5
27. Would you be interested in participating in a CCSF alumni organization?		
No	133	70.4
Yes	56	29.6
28. If we have follow-up questions, may we contact you?		
No	84	44.2
Yes	106	55.8
29. Would you like to receive a copy of the survey results?		
No	107	54.0
Yes	91	46.0

Survey Response Rates

As of August 2000, CCSF distributes surveys along with Associate degree, award, or certificate petition packets that students pick up at the Admissions & Records Office. Students are encouraged to return completed surveys with their completed petitions. Survey responses collected to date represent recently and currently enrolled students who petitioned for Associate degrees during the Fall 2000 term. Data collection is continuing this term, Spring 2001, including a focus on collecting surveys from certificate recipients.

At the end of Fall 2000, 305 Associate degrees, 63 Awards, and 197 Certificates were awarded to 480 individual students. Nearly half of the students receiving Associate degrees (successful petitioners) in Fall 2000 responded to the survey, producing a respectable response rate for this group and making degree recipients the majority of total survey responses (65%). Some surveys (21%) represent students who presumably petitioned but did not receive degrees in Fall 2000. (This information cannot be verified because the Banner student database does not include unsuccessful petitions. Similarly, a response rate for this group cannot be calculated) A few, 8%, chose not to complete the student ID portion of the survey so their degree status is unknown.

All degree recipients who responded to the survey attended CCSF within the last two years (93% attended during the Fall 2000 term). Students whose petitions are presumed denied also attended recently—77% attended during Fall 2000. These preliminary findings, then, primarily represent recent attendees who successfully petitioned for degrees and secondarily represent recent attendees who were not yet successful in earning a degree.

Findings do not yet represent certificate recipients; however, Spring 2001 data should remedy this deficiency. Only 5% of Fall 2000 surveys were from certificate recipients. Since most certificate seekers petition through their departments, and only indirectly through A & R, in Spring 2001 departments have agreed to support additional efforts to reach certificate petitioners via program-based distribution. The preliminary findings in this report will be revised upon the completion of the Spring 2001 term and additional data collection.

Characteristics of Degree Recipients and Survey Respondents

Students who received Associate degrees in Fall 2000 were categorized by the following:

1. Ethnicity
2. Gender
3. Age
4. Number of terms attended CCSF
5. Educational Level (at the time of application)
6. Educational Goal

In all six categories, degree recipients differ from the general distribution of enrollment at the college. Survey respondents who received degrees closely resemble the degree recipient population. Survey respondents who did not receive degrees, however, have significantly different demographics.

The table on the following page contains demographic comparisons of (1) the enrolled student population, (2) students who graduate with AA or AS degrees, (3) students responding to the survey who received AA or AS degrees, (4) students responding to the survey who did not receive Associate degrees. Comparisons were used to evaluate possible response biases.

Students who graduate with Associate degrees differ significantly from the overall CCSF population. Not surprisingly, these students are more likely to have indicated on their application for admission that they were seeking a college-level degree and much less likely to indicate other goals such as "personal enrichment" (as expected, very few indicate they already have a college-level degree). (Degree recipients typically attend CCSF for 10 terms, attempting nearly 90 course units and passing, on average, 77 of those. The average, cumulative GPA for degree recipients is 3.0.)

More women than men are awarded Associate degrees. Degrees are most commonly awarded to younger students; however, 38% of degree recipients are 30 years old or older. Finally, fewer degrees are awarded to white, Latino, and African American students. Asian/Pacific Islander and Filipino students are more likely to be awarded Associate degrees. Controlling for Associate or Baccalaureate goal and no prior degrees, the discrepancy between African American and Latino students seeking degrees and receiving AA / AS degrees becomes even more pronounced. Few students indicate their educational goal as solely to obtain an Associate degree, so the following percentages include students whose goal includes obtaining both Associate and Baccalaureate degrees. (Students seeking only a Baccalaureate are excluded.) In Fall 2000, 35% of African American students stated achieving an Associate degree as a goal, comparing to these percentages for other ethnic groups: Filipino (35%), Latino (29%), Asian /PI (28%), and white (23%).

Survey respondents who were awarded Associate degrees are closely representative of the AA / AS recipient population. However, students who were not awarded Associate degrees but responded to the survey represent a different population which is more likely to be male, younger, and more likely to be African American. These students may express different levels of satisfaction with CCSF than students who are awarded degrees.

TABLE 1

STATUS	Total Student Enrollment* Number	%	All Fall 2000 Recipients AA / AS Number	%	Respondents Awarded AA / AS Number	%	Respondents Not Awarded AA / AS** Number	%
African American/Non Hispanic	2367	8%	16	5%	6	4%	11	27%
Asian/Pacific Islander	9787	32%	134	44%	60	42%	10	24%
Filipino	2162	7%	34	11%	17	12%	7	17%
Hispanic/Latino	4548	15%	27	9%	16	11%	4	10%
Native American, Other, Unknown	2345	8%	38	12%	17	12%	2	5%
White Non Hispanic	9163	30%	56	18%	28	19%	7	17%
Female	16712	55%	185	61%	94	65%	24	59%
Male	13362	44%	112	37%	48	33%	17	41%
No Response	298	1%	8	3%	2	1%		0%
16 - 19 years old	1834	6%	3	1%	1	1%	2	5%
20 - 24	8301	27%	111	36%	60	42%	19	46%
25 - 29	5937	20%	74	24%	32	22%	6	15%
30 - 34	4442	15%	53	17%	20	14%	5	12%
35 - 39	2965	10%	23	8%	10	7%	4	10%
40 - 49	4007	13%	30	10%	18	13%	2	5%
50 Plus	2827	9%	7	2%	3	2%	3	7%
Unknown/no response	59	0%	4	1%	0	0%	0	0%
Ed. Development / Enrichment***	3346	11%	4	1%	3	2%	0	0%
Obtain a Two or Four year Degree	9603	32%	124	41%	55	38%	17	41%
***Estimated for census enrolled population								
Previously earned Associate degree, BA or higher	6461	21%	16	5%	7	5%	3	7%
TOTAL	**30372**	**100%**	**305**	**100%**	**144**	**100%**	**41**	**100%**

*Census percentages, generally stable from term to term, represent the most recent, complete student data available: Spring 2000.

**Although 47 students applied for and did not receive AA / AS degrees, demographic information is available for 41 only.

City College of San Francisco

GRADUATING STUDENT SURVEY

As a graduating student, your perspective and insights about CCSF are valuable to the College. Please take a few minutes to respond to each of the following questions as honestly and completely as possible, then return the completed survey with your petition. Fully fill in the oval next to the answer which best reflects your opinion; use pencil if possible. All responses will be kept confidential.

OVERALL EXPERIENCE

1. How successful were you in achieving at CCSF what you wanted to do at CCSF?

- ¡ Completely successful
- ¡ Somewhat successful
- ¡ Not very successful
- ¡ Not at all successful

2. Would you recommend CCSF to a friend?

¡ Yes ¡ No ¡ Unsure

3. Do you plan to attend CCSF in the future?

¡ Yes ¡ No ¡ Unsure

4. Did any of the following affect your studies while you were a student at CCSF? (check all that apply)

- ¡ Work schedule conflict
- ¡ Financial difficulties
- ¡ Physical problems/illness
- ¡ Other personal or family changes/problems (marriage, pregnancy, change of residence, etc.)
- ¡ Other, explain: _____

If you experienced any of the above difficulties, was there anything the college did that helped? _____

5. I felt a sense of belonging at the campus I attended. ¡ Yes ¡ No

6. Students at CCSF showed respect for one another. ¡ Yes ¡ No

7. Faculty and staff at CCSF were supportive of me. ¡ Yes ¡ No

8. Which best describes your plans for after you leave CCSF?

- ¡ Never applied to transfer to any other college or university and don't intend to.
- ¡ Haven't yet applied to transfer to any other college or university but plan to do so.
- ¡ Applied to transfer, but have not been accepted anywhere. Application status: ¡ rejected ¡ pending
- ¡ Was accepted for transfer. I plan to: ¡ attend ¡ not attend

9. If planning to transfer, which type of institution have you selected?

California ¡ CSU ¡ UC ¡ Other CA (private)

Out of state ¡ Private out of state ¡ Public out of state

¡ Other _____ ¡ Undecided

10. SSN / ID: ☐☐☐-☐☐-☐☐☐☐

Your Social Security/ID No. is requested for research only. Summaries will be anonymous; no individuals will be identified.

11. Please indicate your level of satisfaction with each service/item.

1=Excellent	2=Good	3=Fair	4=Poor	Did not use, but knew about	Did not know about	
						Matriculation and Advising Services
1	2	3	4	5	6	Application Process
1	2	3	4	5	6	Placement Testing
1	2	3	4	5	6	New Student Orientation
1	2	3	4	5	6	Academic Advisement by Counselors
1	2	3	4	5	6	Academic Advisement by Faculty
						Registration Process
1	2	3	4	5	6	Catalog
1	2	3	4	5	6	Course Time Schedule
1	2	3	4	5	6	Telephone Registration
1	2	3	4	5	6	Tuition and Fees
						Financial Aid Related
1	2	3	4	5	6	Financial Aid
1	2	3	4	5	6	Extended Opportunity Progams & Services (EOPS)
1	2	3	4	5	6	Textbook Loan Program
						General Services
1	2	3	4	5	6	Bookstore
1	2	3	4	5	6	Parking
1	2	3	4	5	6	Food Services/Cafeteria
1	2	3	4	5	6	Student Health Center
1	2	3	4	5	6	Campus Security
						Course Related
1	2	3	4	5	6	Classroom and Classroom Equipment
1	2	3	4	5	6	Library Services and Collections
1	2	3	4	5	6	Media Center
1	2	3	4	5	6	Language Lab/Language Center
1	2	3	4	5	6	Learning Assistance Center
1	2	3	4	5	6	Computer Labs
						Programs/Services for Special Populations
1	2	3	4	5	6	Disabled Students Programs & Services (DSP&S)
1	2	3	4	5	6	International Student Programs
1	2	3	4	5	6	Foreign Student Admissions
1	2	3	4	5	6	African American Achievement Program
1	2	3	4	5	6	African American Retention Program
1	2	3	4	5	6	Latino Retention Program
1	2	3	4	5	6	Latina/Latino Service Center
1	2	3	4	5	6	Puente Project
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						Transfer-related and Other Services
1	2	3	4	5	6	Transfer Center
1	2	3	4	5	6	Transcript services
1	2	3	4	5	6	Graduation evaluation
1	2	3	4	5	6	Student Activities
1	2	3	4	5	6	Career Development & Placement Center (CDPC)
1	2	3	4	5	6	Job placemnent assistance
1	2	3	4	5	6	Childcare Center
1	2	3	4	5	6	Scholarship Office

WRITTEN COMMENTS
Use the margin below for shor comments, especially if you rated any item as "Poor".

INSTRUCTION

12. Please rate the following:

	Excellent	Good	Fair	Poor	Not Applicable
Quality of instruction in your CCSF classes	1	2	3	4	5
Content of courses	1	2	3	4	5
Availability of courses	1	2	3	4	5
Convenience of class scheduling (times available)	1	2	3	4	5
Class size	1	2	3	4	5
Availability of faculty	1	2	3	4	5

13. Indicate the level of your satisfaction with what you learned at CCSF regarding each skill or competency.

1=Low			4=High	Not Applicable	
1	2	3	4	5	Technological proficiency / Using computers
1	2	3	4	5	Background needed for advanced study in my major
1	2	3	4	5	Critical thinking skills (interpreting, evaluating, deciding)
1	2	3	4	5	Communication skills (oral, written)
1	2	3	4	5	Comprehension skills (listening, reading)
1	2	3	4	5	Interpersonal skills (ability to work with others)
1	2	3	4	5	Self-confidence
1	2	3	4	5	In-class essay writing
1	2	3	4	5	Papers or reports outside of class
1	2	3	4	5	Mathematics / quantitative reasoning
1	2	3	4	5	Scientific investigation
1	2	3	4	5	Appreciation of music, theater, and the arts
1	2	3	4	5	Ability to understand political and community issues
1	2	3	4	5	Constructive use of time / Effective study skills
1	2	3	4	5	Vocational skills / Technical proficiency

WRITTEN COMMENTS!
Use the margin below for short comments, especially if you rated any items as "Low".

EMPLOYMENT

14. Are you currently employed? *Yes* 1 Full time 2 Part time 3 Self employed *No* 4 Not employed

15. What is your current pre-tax income:

All responses are confidential. This information helps the college receive grant moneys for needed programs.

	individual	**family/household**
1	Less than $7,500	Less than $15,000
2	7,500 - 8,499	15,000 - 15,999
3	8,500 - 9,499	16,000 - 16,999
4	9,500 - 10,499	17,000 - 17,999
5	10,500 - 11,499	18,000 - 18,999
6	11,500 - 15,499	19,000 - 22,999
7	15,500 - 25,499	23,000 - 32,999
8	25,500 - 35,499	33,000 - 42,999
9	35,500 or more	43,000 or more

16. Number of dependents claimed on taxes: (do not include yourself)

0 1 2 3 4 5 6 7 8 9 10 10 or more

17. Did the education/training you received at City College help in your employment? *(check all that apply)*

1 No, it did not help
2 Helped to obtain a first job
3 Helped get a new job
4 Helped get a promotion or raise
5 Helped improve technical skills
6 Helped overall performance on present job

18. Is your current or most recent employment position related to the education you received at CCSF?

1 No, no related 2 Yes, somewhat related 3 Yes, directly related

If no, why not? (check all that apply)

1 Not sufficiently qualified for a job in my field of college preparation
2 Preferred to work in another field
3 Found better paying job in another field
4 Could not find a job in field of preparation
5 Worked previously in field of preparation, but changed jobs

DEMOGRAPHICS

19. What is the highest level of education either of your parents achieved? (If education was not in U.S., please indicate the U.S. equivalent if you can.)

- ☐ None / No formal education
- ☐ Elementary school
- ☐ GED or Proficiency Certificate
- ☐ High School
- ☐ Occupational Certificate
- ☐ Community College (AA or AS)
- ☐ College or University (BA or BS)
- ☐ Post graduate (MA, PhD, MD...)
- ☐ Not sure / Not known

20. Is there a computer where you live which you use

☐ Yes ☐ No

21. Does it have internet (e-mail and/or World Wide Web) access? ☐ Yes ☐ No

22. Please describe your level of computer expertise?

- ☐ Non-computer user
- ☐ Beginner
- ☐ Intermediate
- ☐ Advanced

COMMENTS

Thank you for taking time to fill out the previous sections of this survey - your opinions and concerns are helpful to us. If you would, take a few minutes to provide some written responses to the following questions:

23. Was there an especially outstanding person, course, or service at CCSF? Please describe.

24. What do you most wish you had learned at CCSF but didn't (for whatever reason)?

25. One thing most in need of improvement at CCSF.

26. One thing most pleased/satisfied with at CCSF.

27. Would you be interested in participating in a CCSF alumni organization? ☐ Yes ☐ No

28. If we have follow-up questions, may we contact you? ☐ Yes ☐ No

29. Would you like to receive a copy of the results of this survey? ☐ Yes ☐ No

If you responded with Yes to question 27, 28, or 29, please provide the following contact information:

Your Name:_____

E-mail / Phone number:

_____

THANK YOU VERY MUCH FOR YOUR TIME.

Please return your completed survey to
Admissions and Records, Conlan Hall, Room 107
City College of San Francisco
50 Phelan Ave., San Francisco, CA 94112
Alternatively, you may return your survey to the Research Office, Cloud Hall, Room 306

For office use only.